

What is claimed is:

1. A control interface for controlling CSTA protocols in a PBX switch, said control interface comprising:

5 (a) a computing platform coupled to the PBX switch;  
and

10 (b) component based interface objects running on  
the computing platform and defining properties,  
methods, and events, said properties, methods  
and events being mapped to control  
substantially every event and service of said  
PBX switch.

15 2. A control interface according to claim 1, wherein  
said component based interface objects is ActiveX.

3. A control interface according to claim 2, wherein  
ActiveX properties are mapped to session configuration.

20 4. A control interface according to claim 2, wherein  
ActiveX includes property pages and said property pages  
are mapped to session configuration.

25 5. A control interface according to claim 2, wherein  
ActiveX methods and events are mapped to startup and  
teardown a connection to the PBX switch.

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6. A control interface according to claim 2, wherein substantially all CSTA and private data fields are supported.
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- ~~7. A control interface according to claim 2, wherein invoke ID generation is automatic and configurable.~~
- ~~8. A control interface according to claim 2, wherein invoke ID timing is automatic and configurable.~~
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- \* 9. A control interface according to claim 2, wherein heartbeat messages and replies are automatically generated.
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10. A control interface according to claim 9, wherein said heartbeat messages and replies are configurable.
11. A control interface according to claim 2, wherein
- 20 statuses and errors are automatically logged.
12. A control interface according to claim 11, wherein said statuses and errors are viewable via ActiveX property pages.

13. A method for controlling CSTA protocols in a PBX switch, said method comprising the steps of:

- A/ 5 (a) coupling a computing platform to the PBX switch; and
- (b) running component based interface objects on the computing platform, wherein the component based interface objects defines properties, methods, and events which are mapped to control substantially every event and service of the PBX switch.

10 14. A method according to claim 13, wherein said component based interface objects is ActiveX.

15 15. A method according to claim 14, wherein ActiveX properties are mapped to session configuration.

20 16. A method according to claim 14, wherein ActiveX includes property pages and said property pages are mapped to session configuration.

25 17. A method according to claim 14, wherein ActiveX methods and events are mapped to startup and teardown a connection to the PBX switch.

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18. A method according to claim 14, wherein substantially all CSTA and private data fields are supported.

19. A method according to claim 14, wherein invoke ID generation is automatic and configurable.

20. A method according to claim 14, wherein invoke ID timing is automatic and configurable.

21. A method according to claim 14, wherein heartbeat messages and replies are automatically generated.

22. A method according to claim 21, wherein said heartbeat messages and replies are configurable.

23. A method according to claim 14, wherein statuses and errors are automatically logged.

24. A method according to claim 23, wherein said statuses and errors are viewable via ActiveX property pages.